

Members

Rep. Ron Liggett, Chair
Rep. Gloria Goeglein
Rep. Thomas Saunders
Rep. David Wolkins
Rep. Jerry Denbo
Rep. Ben GiaQuinta
Sen. James Merritt, Vice-Chair
Sen. Marvin Riegsecker
Sen. Robert Jackman
Sen. Rose Antich
Sen. Lindel Hume
Sen. James Lewis



INTERIM STUDY COMMITTEE ON BUREAU OF MOTOR VEHICLE ISSUES

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MEETING MINUTES¹

Meeting Date: July 26, 2000
Meeting Time: 10:00 A.M.
Meeting Place: Indiana Government Center North,
Conference Room Bureau of Motor
Vehicles
Meeting City: Indianapolis, Indiana
Meeting Number: 1

Members Present: Rep. Ron Liggett, Chair; Rep. Gloria Goeglein; Rep. Ben GiaQuinta;
Sen. James Merritt, Vice-Chair; Sen. Rose Antich; Sen. Lindel Hume;
Sen. James Lewis.

Members Absent: Rep. Thomas Saunders; Rep. David Wolkins; Rep. Jerry Denbo; Sen.
Marvin Riegsecker; Sen. Robert Jackman.

The Chair, Representative Ron Liggett, opened the meeting at 10:30 a.m. He introduced members of the Committee and the staff. Representative Liggett commented that the Committee had a full agenda, with many important issues to be discussed. Representative Liggett recognized Senator James Merritt, Vice-Chair of the Committee. Senator Merritt commented that the Bureau of Motor Vehicles impacts every citizen of the State who drives a motor vehicle.

A. Gary Gibson, Commissioner of the Bureau of Motor Vehicles

The Chair then recognized Mr. Gary Gibson, Commissioner of the Bureau of Motor Vehicles (BMV). Mr. Gibson made available a document entitled *Indiana Bureau of Motor Vehicles Desired Outcomes Presentation* from which he made his comments. Mr. Gibson said that improvements to the operation of the BMV and the Bureau of Motor Vehicles Commission (BMVC) are possible and desirable. Mr. Gibson told the Committee that many of the problems affecting the BMV and the BMVC are fifty years old. He said that he and his staff are taking a team approach to identifying the problems and attempting to solve them.

¹ Exhibits and other materials referenced in these minutes can be inspected and copied in the Legislative Information Center in Room 230 of the State House in Indianapolis, Indiana. Requests for copies may be mailed to the Legislative Information Center, Legislative Services Agency, 200 West Washington Street, Indianapolis, IN 46204-2789. A fee of \$0.15 per page and mailing costs will be charged for copies. These minutes are also available on the Internet at the General Assembly homepage. The URL address of the General Assembly homepage is <http://www.ai.org/legislative/>. No fee is charged for viewing, downloading, or printing minutes from the Internet.

Mr. Gibson discussed the *Outcomes Presentation*. This document identified actions needed to: 1) enhance agency operations; 2) enhance customer service; 3) enhance cost efficiency; 4) enhance security and accountability.

1. Actions Needed to Enhance Agency Operations

- a. Clarification of the BMV and the BMVC role in Indiana Government. Is it a business or a government service
- b. Agreement on the distribution of agency resources
- c. Merger of the BMV and the BMVC
- d. Procurement of modern computer systems
- e. Establishment of a new technology fund

2. Actions Needed to Enhance Customer Service

- a. Provision of better salaries and training for employees
- b. Provision of public restrooms in license branches
- c. Procurement of electronic queue systems
- d. Development of new Internet services

3. Actions Needed to Enhance Cost-Efficiency

- a. Implementation of full cross-county registrations
- b. Implementation of flat plate technology

4. Actions Needed to Enhance Security/Accountability

- a. Procurement of license branch security systems/guards

In response to questions from the Committee regarding fees, Mr. Gibson commented that the fees from which the BMVC operates have not been increased. Mr. Gibson also said that the BMV collects about three times as much money for the Motor Vehicle Highway Account (MVHA) than it uses from the MVHA to operate. Mr. Gibson also noted that there are no fees charged for credit card use when transacting business with the BMV and the BMVC.

In commenting about the possibility of branch closures, Mr. Gibson told the Committee that when he presented a study which suggested the possible closing of 49 branches throughout the state, it was not met with much favor by policy makers. At this point, Mr. Gibson introduced Mr. Marty Murphy, Deputy Commissioner for Branch Operations for the BMV.

B. Marty Murphy, Deputy Commissioner for Branch Operations for the BMV

Mr. Murphy told the Committee that they are attempting to allocate resources in such a manner so as to reflect the reality of population shifts which have taken place over the last ten years or so and which are expected to continue for the next twenty years. Mr. Murphy distributed two maps of Indiana. One showed where the current license branches are located in each of the

state's 92 counties, while the other showed the changes in population projections for Indiana counties from 1997 to 2020.

Mr. Murphy also made available to Committee members population projections for Indiana counties to the year 2020. Mr. Murphy cited Hamilton County for example, as the fastest growing county in the state and the 27th fastest growing county in the nation. He said that Hamilton County still has only two license branches, while its population has increased by more than 63,000 people from 1990 to 1999. He said that several other counties, most of which have a much smaller population base, have a greater number of branches. He pointed out that Tippecanoe County, which is the 9th most populous county in the state, has but one license branch. Representative Liggett asked Mr. Murphy to run a population study versus the number of employees in each of the state's 168 license branches. Mr. Murphy said that he would conduct such a study.

Mr. Murphy told the Committee that the branches are very busy at peak periods, but not at all times. Senator Hume asked Mr. Murphy what is a competitive rate of pay for branch employees as compared with private industry. Mr. Murphy said branch employees know the law and computers. He said that work at the license branches provides a valuable training ground for certain employees who then can earn as much as \$2 more per hour working at car dealerships. Mr. Murphy told the Committee that no study exists specifically comparing rates of pay at the license branches with that of private industry.

C. Committee Discussion

The Committee next engaged in a discussion about the various issues raised by the BMV presentation. This included the possibility of eliminating branches, where additional branches may be needed because of population shifts, and the use of incentives for mail-in registrations. In addition, the Committee also discussed the idea of increasing the pay of branch employees to keep pace with that of private industry.

In response to a question about fees, Mr. Gibson said that the BMV currently does not receive a fee for watercraft registration. Representative Goegelein suggested that the state and the BMV might be better off having the County Treasurers collecting the fees.

The Chair asked the Legislative Services Agency staff to prepare draft legislation on the following topics:

- 1) eliminate the BMVC;
- 2) create a new technology fund;
- 3) branch closings-a moratorium of five years on branch closings;
- 4) have county treasurers collect the fees.

The Chair adjourned the meeting at 11:45 a.m.